

This document is intended for publication on the Company website and forms part of the client-facing legal and operational disclosure framework.

Legal entity	ARKA Global Liquidity Ltd.
Registration No.	2025-00568
Jurisdiction	Saint Lucia
Website	www.arkaltd.io
General contact	contacto@arkaltd.io
Support / Compliance	support@arkaltd.io
Effective year	2025

1. Introduction

ARKA Global Liquidity Ltd. is an International Business Company incorporated in Saint Lucia under registration number 2025-00568. These documents apply to the website www.arkaltd.io, the trading environment branded as ARKA Global cTrader, and any related services made available by the Company.

This Privacy Policy explains how the Company collects, processes, stores, uses, transfers and protects personal data when users access the website, open accounts or use services. The Company acts as data controller where it determines the purposes and means of processing personal data.

2. Personal Data We Collect

- Contact information such as name, address, email and phone.
- Account information such as username, account number, platform identifiers and authentication data.
- Financial information such as payment details, bank account data, trading activity, transaction history and charges.
- Identity verification data such as government ID, passport, proof of residence, selfies, liveness checks and KYC information.
- Source of funds, source of wealth, financial status and due diligence information.
- Device and usage data such as IP address, browser, operating system, device identifiers, logs, login dates, pages viewed and website activity.

3. How We Use Personal Data

- To open, maintain and administer accounts.
- To process transactions, deposits and withdrawals.
- To verify identity and perform AML/KYC checks.
- To detect, investigate and prevent fraud, abuse, unauthorized activity and financial crime.
- To provide customer support and service communications.
- To operate, secure and improve the website and platforms.
- To comply with legal, regulatory, tax, accounting, recordkeeping and contractual obligations.
- To protect the Company's rights, property, systems, clients and personnel.

4. Legal Bases and Disclosures

The Company may process personal data where necessary for contract performance, compliance with legal obligations, legitimate business interests, consent, fraud prevention, security, legal claims or vital interests. Personal data may be shared with payment providers, banks, technology vendors, hosting providers, CRM providers, compliance vendors, professional advisers, affiliates, legal authorities, regulators or law enforcement where necessary or required.

5. International Transfers

Personal data may be transferred internationally to support account administration, technology infrastructure, payment processing, compliance review, support or legal obligations. The Company will use reasonable safeguards where required by applicable data protection laws.

6. Cookies

The website may use cookies and similar technologies. Details are provided in the Cookie Policy available on the website.

7. Security

The Company uses reasonable technical and organizational measures designed to protect personal data, including access controls, password-protected systems, encryption where appropriate, secure transmission, limited access and internal confidentiality obligations. No system can be guaranteed fully secure.

8. Retention

The Company retains personal data for as long as necessary for the purposes described in this policy, including legal, compliance, AML/KYC, tax, accounting, operational and dispute resolution purposes. Certain records may be retained for at least five years after account closure or termination where required by compliance obligations.

9. Data Subject Rights

Depending on applicable law, users may have rights to access, correct, update, delete, restrict or object to processing, withdraw consent or request portability of personal data. Requests may be sent to support@arkaltd.io. The Company may request additional information to verify identity before processing a request.

10. Updates

The Company may update this Privacy Policy at any time by publishing an updated version on the website. Users are encouraged to review it periodically.

For questions regarding this document, contact support@arkaltd.io or contacto@arkaltd.io.